GGUS Feedback from Site Survey

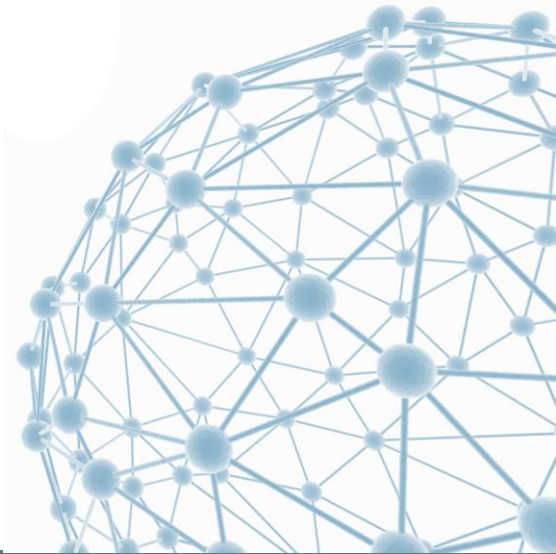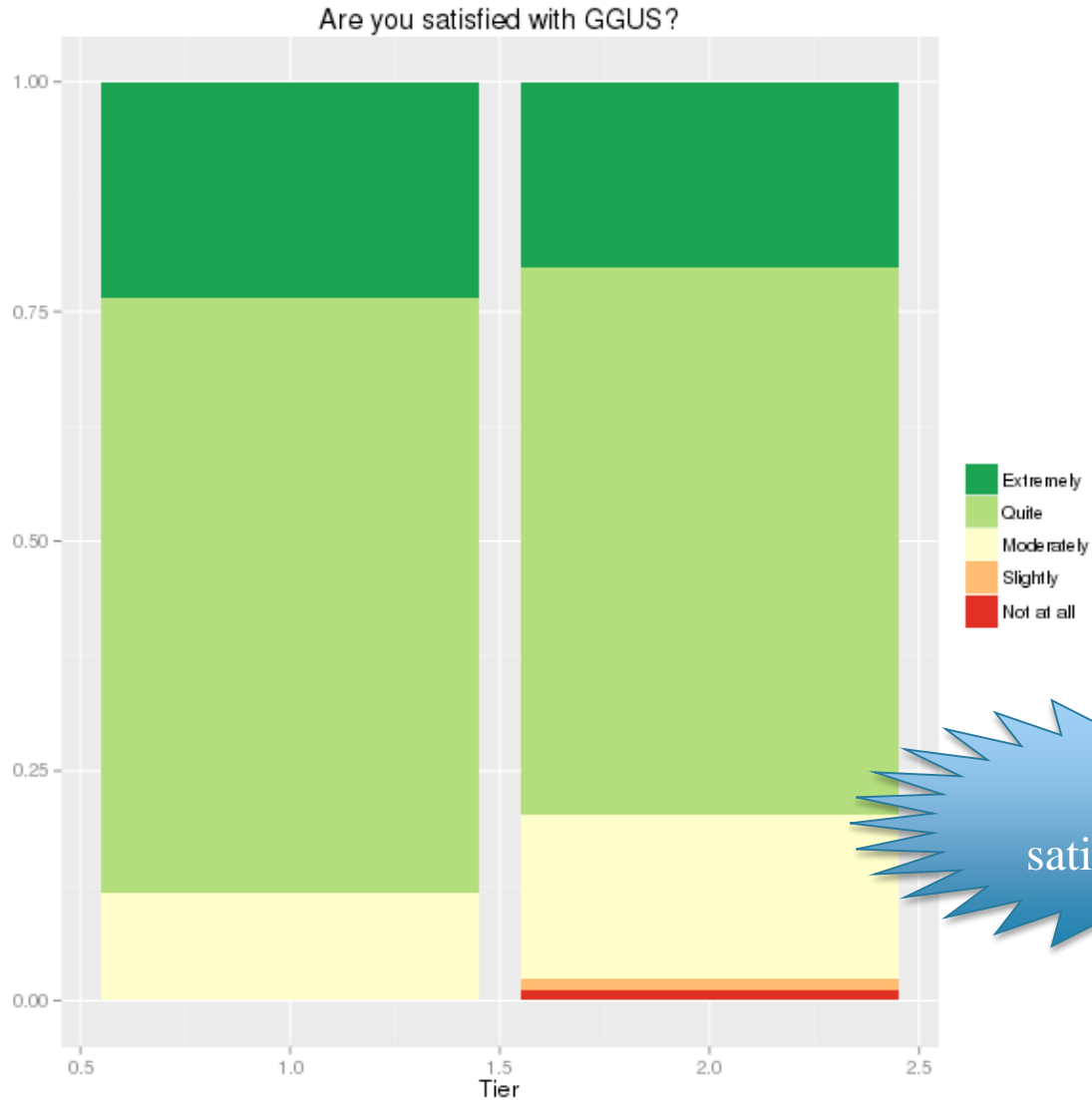# Are you satisfied with GGUS?

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98% of satisfied users!!

Documentation

- Suggested solutions or Reference to the support forum should be included in GGUS
    - https://wiki.egi.eu/wiki/Category:FAQ_Responsible_Units_%28GGUS%29
- Specific documentation of all the functionalities of the tool (sometimes difficult to know to whom to escalate a problem, or how to do it...)
    - Starting point https://ggus.eu/?mode=docu
    - And https://wiki.egi.eu/wiki/FAQ_GGUS-User_Guide#Escalating_a_ticket
- Sites normally receive tickets which are not very well detailed. A tutorial or examples on the GGUS webpage on "how to" open a 'good ticket' would be appreciated
    - GGUS provides 'hints' ('?' in the submission form)
- Not a GGUS-related issue, but some VO-twiki pages relate to functionalities on GGUS which are deprecated. For example, the WLCG procedure to open a ticket when SAM tests need a correction point to a non-existing Support Unit
    - SU should check their instructions. This particular case has been solved

Functionality not properly advertised

- Easy programmatic access to the current and historical content
  - There is already SOAP interface and export. Anything else needed?
- Search on content, for example with a query builder or an SQL window where one can dredge out any info based on whatever criteria
  - The 'Search ticket form' and 'Report Generator' already allows to build queries
- A few tweaks to the UI (like not risking losing your post if the previous post you're replying to has been modified)
  - There is no risk. The reply appears on a new window
- Allow sites to close the tickets assigned to them rather than having to wait for the submitter's response
  - They can do it (mark it as solved). User might verify

Improving functionality

- Billing system even if this is virtual money
  - Interesting concept. It would increase complexity
- Include the possibility of closing a ticket for his creator
  - Makes sense if a user creates ticket by mistake
- The "red" colour seems to be inappropriately applied even to tickets that are on hold with reminder dates in the far future and low priority.
  - The current logic of the colour is quite complex, and the added value is not clear. Should it be removed? (GGUS Priority Colour)

Other news

- Coming up in the next release (29th July)
  - Renew certificate for the alarms
  - Ticket description on the first message